

Introducing AppleCAT: The Computer-Aided Troubleshooter



No more lost time searching for faulty modules in a Macintosh personal computer: now there's AppleCAT, the Apple Computer-Aided Troubleshooter. AppleCAT is the most accurate, most reliable and fastest diagnostic tool for the Macintosh ever produced by Apple. It will help you find the failure, then guide you through the repair procedures. For the first time you'll be diagnosing a machine from the inside out.

The Evolution of a Solution

As our systems grew in complexity and sophistication, diagnosing their problems became increasingly difficult. To troubleshoot complex products such as the Macintosh II, you might have to try swapping numerous modules. If a machine had multiple problems, the process became even more complex.

Finding a solution required a fresh approach. Simply, the Apple Engineering team developed an approach based on diagnostic routines built into the ROM Monitor, the heart of the system under test. These routines are activated by a known good Macintosh, connected to the unit under test by a simple serial cable.

The Power to Fix it Fast

When a Macintosh (Plus, SE, or II) acts as a diagnostic test station, its data-handling capabilities become powerful technical tools. We combined our old manual approach with the power of a Macintosh and developed a diagnostic tool that's faster and easier to use, yet provides greater accuracy and reliability.

AppleCAT uses screen-based troubleshooting trees that offer easy visual organisation. You simply answer a series of multiple-choice questions, and the system leads you to the problem area. It combines your

technical judgement with information it receives from the ROM monitor, so you can always make the correct decisions. Even if AppleCAT cannot communicate with the unit under test, it will quickly guide you to the cause of the problem. Once the problem is located, AppleCAT will recommend the most efficient repair procedure. Finally it generates a Repair Confirmation Code (RCC), which our technicians know exactly what failed, so they can easily repair the module when you return it.

AppleCAT Makes It Easy to Find Trouble

The AppleCAT approach to troubleshooting offers a number of

- * Logical and fast troubleshooting path
- * Customer's problem solved the first time
- * Diagnostics no longer depend on functional disk drive and video circuitry
- * Ease of future enhancement and additions

In the end, you save precious time and provide better service to your customers. This is especially important when you have to make repairs at a customer's site.

The New Way To Speed up Repairs

In no time at all, you'll find that AppleCAT will become a very pleasant habit. You'll locate and repair problems faster. With its new approach, AppleCAT is the best tool yet for Macintosh repair technicians.

